

# NorthStar Relay

August 20, 2011

## **BY ELECTRONIC FILING**

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington D.C. 20554

**Re: EX PARTE PRESENTATION -- Structure and Practices of the Video Relay Service  
Program CG Docket No. 10-51**

Dear Ms Dortch:

On August 15, 2011, at our request, representatives of NorthStar Relay (the "Company") met with Greg Hlibok and other FCC Staff to discuss certain questions posed by the Company regarding the certification of TRS providers under the Commissions rules, as modified to date. Attending the meeting on behalf of the Company were Wesley N. Waite and Ash Kalb, Esq., as well as Katrina Thibodeaux of Birnbaum Interpreting Services.

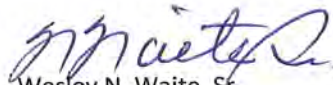
The Company began by making a presentation to those Commission staff present about the history of the Company, a redacted version of which is attached hereto. The Company then posed to the Commission a series of questions regarding corporate structure, branding, certification, consumer choice with regard to interpreters and the rules governing rollover coverage between eligible providers. With regard to the last issue, the Commission stated that a determination will be but has not yet been made as to whether or not it is permissible for an eligible provider to enter into an agreement with another eligible provider for mutual rollover traffic support during unexpected periods of exceptionally high traffic.

Throughout the discussion, the Company reiterated its commitment to being a fully transparent and consistently compliant provider. Towards that end, the Company greatly appreciates the Commission's time and consideration in meeting with our representatives and answering those questions posed by the Company to the best of the Commission's abilities.

The Company again commends the Commission on taking proactive steps in establishing an updated certification framework that will help to ensure the integrity of the TRS fund in the years to come. .

If you have any questions regarding this meeting, or this presentation, please contact the undersigned.

Respectfully submitted this 20<sup>th</sup> day of August,

  
Wesley N. Waite, Sr.  
President / CEO  
NorthStar Relay

Cc: Greg Hlibok (by email) [Gregory.Hlibok@fcc.gov](mailto:Gregory.Hlibok@fcc.gov)

# NorthStar Relay

History and Growth

Redacted for public view

Presented to the FCC

August 15, 2011

# NorthStar Relay

- Late 2010 Management formed Interpretel, LLC
  - Entered into partnership with [REDACTED] for billing
  - Using at home interpreters
  - Funded by private investors

# NorthStar Relay

- Acquired [REDACTED] in December 2010
  - Owner became VP Operations
- Acquired [REDACTED] on April 2011
  - Owners became marketing group
- Created subsidiaries with several others
  - [REDACTED]
  - [REDACTED]

# NorthStar Relay

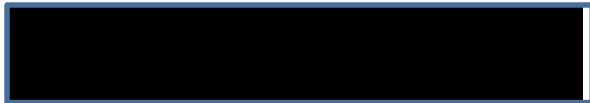
- FCC 11-54 published requiring significant changes to operations
  - Had been in discussion with [REDACTED] and [REDACTED]
  - Formed NorthStar Relay in May 2011
  - Agreed to merge [REDACTED], [REDACTED], [REDACTED] into NorthStar and also acquire [REDACTED]
    - [REDACTED] under contract to go into NorthStar Relay upon coming out of bankruptcy, allowing continued use
  - Filed FCC wavier request May 2011

# NorthStar Relay

- NorthStar Relay, with the combined entities merged in, now has:
  - Own technology through [REDACTED]
    - Moved to URrelay platform June 2011
  - Own Call Centers through [REDACTED] and [REDACTED]
  - Certification of eligibility through [REDACTED]
  - Clients, experienced management and funding through Interpretel.

# NorthStar Relay

- Following have applications submitted for certification eligibility



# NorthStar Relay

- Other companies being considered to merge into NorthStar

[REDACTED]

[REDACTED]

[REDACTED]

- Several others in initial discussions